

Information Technology Resource Management Council (ITRMC)

Access Idaho Steering Committee

Meeting Minutes

(Approved by Committee)

July 20, 2000

The Access Idaho Steering Committee monthly meeting was held on Thursday, July 20, 2000 from 1:30 to 3:00 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

The meeting was called to order by Chairman Bill Farnsworth, who welcomed members and others in attendance.

ATTENDANCE

Members Present:

Mr. Chuck Goodenough, Deputy Secretary of State
Mr. Bill Farnsworth, ITRMC Project Team
Mr. Rob Spofford, Department of Water Resources
Mr. John McAllister, Department of Labor
Mr. Mark Little, Division of Purchasing
Mr. Scott Somerhalder, Idaho Information Consortium

Others Present:

Mr. Chuck Knapp, Idaho Information Consortium
Ms. Carol Silvers, Idaho State Library
Ms. Angela Babcock, State Controller's Office
Mr. Jeff Kempthorne, State Controller's Office
Ms. Karen Bresnahan, ITRMC Project Team

Members Absent:

Mr. Keith Bumsted, Idaho Dept. of Transportation

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet Portal, or "electronic front-door" for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December, 1999, creating a public-private partnership with **Idaho Information Consortium (IIC)**. IIC is an affiliate of the National Information Consortium, (NIC) the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the

development of Internet applications, as well as web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

APPROVAL OF JUNE 15, 2000 MINUTES

John McCallister moved and Rob Spofford seconded a motion to approve the June 15, 2000 Meeting Minutes and the motion passed unanimously.

ACCESS IDAHO REPORT

Scott Somerhalder, IIC, provided a General Manager's Report to the Committee summarizing progress during June, 2000 in the areas of marketing and development of agency on-line applications. The report included an outline of projects completed, in-development, and in the planning stages.

Summary

In June, 2000, Access Idaho worked on the completion of an internal billing system for the processing of on-line applications that require secure authentication and authorization of **credit card payments**. IIC has switched methods of secure credit card verification from the *Credit Card Verification System* (CCVS) software to the "Sure Pay" process offered by **First Data Resources**. The change was made when IIC learned that the CCVS software had not yet received certification by VISA and Master Card. An agreement has been reached with First Data Resources and the billing system is due to be completed by the end of August, 2000.

Progress has been made in the development of several on-line applications, including **Certificates of Existence** for the Secretary of State's Office, on-line **batch motor vehicle records** for the Idaho Transportation Department, and an **Idaho Electronic Campus** website for the State Board of Education. Each of these applications are expected to go on-line during **August, 2000**.

IIC reported finding a few minor glitches in the operation of the *Business Entity Search* web site for the Secretary of State's Office and the necessary corrections were made, and **Business Certificates of Existence** are expected to be added to the site very soon, said Somerhalder.

A pending SLA with the **Idaho Transportation Department** is expected to be signed by the end of **July, 2000**. The initial application will be on-line access (ITD authorized only) to **batch motor vehicle records**. Authorized customers will be able to request MVR information through an electronic batch process. The application is expected to rollout on **September 1, 2000**. Somerhalder indicated that he and his staff are pleased with the agreement with ITD, because it includes the first revenue-generating application (premium service). Access Idaho is looking forward to working in partnership with ITD and assisting them with future application development, he said.

Work has begun on building an application for on-line **tobacco retail permits** for the Dept. of Health and Welfare. Tobacco vendors will be able to renew tobacco permits on-line at no charge, 24-hours-a-day. The application will streamline processes at IDHW. The Committee approved the IDHW Service Level Agreement at its June 15, 2000 meeting.

Another SLA is pending for the **Idaho Real Estate Commission** in regard to real estate **agent licensing**, as well as **insurance verification** processes. Additionally, IIC is consulting with IREC on database solutions.

A new application for **pesticide registration** is being considered by the **Department of Agriculture**, who has begun meeting with IIC. Currently, over 700 companies are required to complete the manual paperwork process, said Somerhalder. The application would be offered as a premium service by IIC.

The creative services team is working on the development of **eight web sites**, including the Governor's web page, as well as that of the First Lady, State Board of Education, Department of Administration, ITRMC, Idaho Bankers Association, Board of Medicine and Disability Determinations.

A three-day **web-maintenance training session**, the first of its kind, was conducted by Access Idaho with the State Board of Education. Access Idaho will be holding similar types of sessions at other agencies, to make sure agency personnel are familiar with methods of updating information on their sites.

Also during the month of June, 2000, IIC was requested by ITRMC to assist the **IT Planning Task Force** in the process of developing a **2001 Statewide Information Technology Plan**, which will focus on strategies for establishing the State of Idaho as one of the top five digital states in the nation.

PROJECTS COMPLETED

- ❖ **Re-design of State of Idaho Home Page** - Official portal or "electronic front door" to Idaho state Government
- (as of May 3, 2000, accessed by www.state.id.us)
- ❖ **State Calendar** -Web users can locate information on state agency meetings and events
- ❖ **Press Releases-** -Agencies may post press releases to the new Home Page
- ❖ **How do I?** -Home Page search function designed to make use of agency input
- ❖ **Business Entity Searches** -Secretary of State's Office
- ❖ **Idaho Electronic Campus** -State Board of Education, searchable course database for higher education

PROJECTS-IN-DEVELOPMENT

- **Secretary of State's Office** -Certificates of Existence, and UCC Database Searches
- **Department of Transportation** - Batch Driver's Record Search (IDT authorized users only)
- **Department of Water Resources** -Well drilling permits
- **First Data Resources, "SurePay"** -Software selected by IIC to secure credit card transactions
- **Department of Health & Welfare** -Tobacco retail permits
- **Occupational Licensing Board** -18 types of occupational licenses
- **Attorney General's Office** -No-call listing for citizens who want to avoid telemarketers

PROJECTS-IN-PLANNING

- **State Board of Medicine** -License renewals and license seache applications
- **Department of Fish and Game** -Hunting and Fishing Licenses
- **State Tax Commission** -IFTA (fuel tax) filing
- **Department of Insurance** -Insurance agent licensing renewals
- **Division of Building Safety** -Renewal of Electrical, Plumbing and Public Safety licenses
- **Department of Parks and Rec** -Variety of permits, such as park, motorbike, snowmobile, etc.
- **Department of Agriculture** -Pesticide vendor registrations

- **Real Estate Commission** -Licensing of real estate agents
- **Secretary of State's Office** -Uniform Commercial Code (search of UCC database)

SERVICE LEVEL AGREEMENTS SIGNED

- ❖ Secretary of State's Office (Business Corporate Searches)
- ❖ Department of Health and Welfare (Tobacco permits)

SERVICE LEVEL AGREEMENTS PENDING

- Idaho Transportation Department (Batch/Interactive Drivers Records)
- Dept. of Water Resources (Well Drilling Permits)
- State Board of Education (Idaho Electronic Campus)
- Bureau of Occupational Licensing (Board of Cosmetology)
- Bureau of Occupational Licensing (Board of Examiners)
- Idaho Real Estate Commission (Real Estate Agent Renewal)
- State Tax Commission (IFTA Fuel Tax Filing)

DISCUSSION

Rob Spofford said he wished to thank Somerhalder and Access Idaho for the work being done at Water Resources. He also inquired if Access Idaho will be putting together a booth for the "Idaho Best Practices" portion of the September 7, 2000 Idaho Boot Camp for Policy Makers at the Grove, in Boise. Somerhalder confirmed that Access Idaho will have a booth at the event. Farnsworth explained that the Boot Camp will be a good opportunity for Access Idaho to showcase the capabilities of state agencies for legislators and other Idaho leaders.

Chuck Knapp, IIC, commented that Access Idaho has received numerous e-mails requesting information on government services and would like to thank the Idaho State Library for providing assistance to them in directing citizens inquiries. **Carol Silvers**, ISL, asked Knapp if he would consider creating an "Ask a Librarian" button on the State Home Page. She offered to provide him with an e-mail listing of various staff at the library.

Rob Spofford inquired if Access Idaho has considered the possibility of providing **multi-lingual support** or **foreign marketing** as part of the state's portal, and Somerhalder said the issues had not yet been discussed. Farnsworth said the topics may be something to consider.

ON-LINE DEMONSTRATION OF THE "IDAHO ELECTRONIC CAMPUS"

Chuck Knapp, IIC, provided an on-line demonstration for the committee of the "**Idaho Electronic Campus**," which features a comprehensive **searchable course database** for all seven institutions of higher education in the state. The Electronic Campus is expected to become a "great resource" for the state, and is the "first step" in an application that may become a premier service to citizens," said Somerhalder. College and university presidents and provosts have been working cooperatively with Nancy Szofran of the State Board of Education on the project, he said. The application will go on-line on **August 1, 2000**.

The site is divided into three sections: 1) background information, 2) frequently asked questions, and 3) how to use the site. Highlights of the site include *Find a Course*, *Tools for Learning*, *About the IEC*, *Quick Course Finder*, *Financial Aid*, *Featured Programs and Courses*, and *Libraries*. The Libraries feature provides a link to

the Library of Congress, as well as the institution libraries, noted Somerhalder. A Dictionary and Thesarus is also included.

The State Board of Education has decided to move forward on planning for the development of **on-line courses** for the site in the future, added Somerhalder. An option for on-line payment of courses will also be developed.

REVIEW OF STATE BOARD OF EDUCATION SLA

Farnsworth reported to the Committee that Dept. of Administration's Attorney General JoAnna Guilfooy has given her approval to the Service Level Agreement between IIC and the State Board of Education. IIC was specified as the "portal manager, doing business as Access Idaho," he said. Farnsworth called for questions on the document, and there were none.

ACTION ITEM

Mark Little made a motion to approve the State Board of Education SLA. Chuck Goodenough seconded the motion passed unanimously.

Little recommended that future SLA's be coordinated, so that changes are made prior to review by Guilfooy and documents can be ready for signature after her review by all parties involved.

NEW BUSINESS

Farnsworth said he would prefer to move the **future meeting dates** from the third Thursday to the **fourth Thursday of every month**, due to conflicts with ISEC (Information Systems Executive Council) meeting dates. The meeting date change would also allow Access Idaho to provide a more timely report of activities during the month, he noted. The schedule will be updated accordingly and e-mailed to members.

In a final comment, Somerhalder emphasized that although Access Idaho is actively developing current web applications, he would like to make it clear that new contacts and discussions on potential applications are welcomed. He invited members to encourage anyone interested in meeting with IIC to contact them.

He also noted that Dan Hoolihan, Director of the National Information Consortium, and also P.K. Agarwal, CIO of NIC, will be included among the featured speakers at the upcoming Idaho Boot Camp for Policy Makers on September 7, 2000 at the Grove. NIC is the national affiliate for IIC.

ADJOURNMENT

Being there was no other new business to come before the Committee, Farnsworth thanked those in attendance and adjourned the meeting at 3:00 p.m. Next meeting is August 24, 2000, from 1:30 to 3:00 p.m. in the East Conference room, J.R. Williams building.

Respectfully submitted,

Karen Bresnahan
ITRMC Project Team

